

December 16, 2011

To: Executive Board

Subject: **Request to Issue RFP – Coach Operator Performance Audit Services**

Recommendation

Authorize the Executive Director to issue a Request for Proposals (RFP) No. 12-032 seeking the services of a qualified firm to perform regular coach operator performance audit services.

Analysis

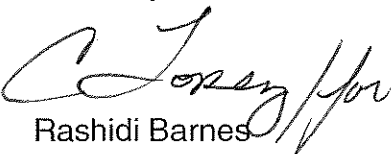
Foothill Transit relies on the services of an independent third party contractor to perform regular coach operator performance audits. These audits, conducted at regular intervals by undercover riders evaluate passenger relations, proper fare collection techniques and coach operator safety. Spotters from the selected firm will utilize Foothill Transit service as anonymous riders, and when the spotter first boards, they will either deposit an incorrect cash fare or attempt to use an invalid transfer or pass. If the driver challenges the incorrect or invalid fare, the spotter will then deposit the correct fare. If the incorrect fare is not challenged, the occurrence will be reported as a fare violation. Spotters will also review the coach operator's performance in terms of both safety and customer relations.

Mobility Advancement Group currently provides coach operator performance audit services for Foothill Transit and that contract is currently set to terminate at the end of February 2012.

Budget Impact

Funding for this project is included in Foothill Transit's 2012 Business Plan and will be programmed in future business plans.

Sincerely,



Rashidi Barnes
Director of Procurement



Doran J. Barnes
Executive Director